



**Job:** Partnerships Manager – regions and countries

**Location:** Various

**Salary Range:** £35,350 - £40,400

### **Who are we?**

The Disabled Living Foundation (DLF) is the leading provider of impartial advice, information and training on equipment for independent living in the UK. By providing information at the right time we help people deal with the impact of becoming disabled or getting older, enabling them to maintain choice, independence and control over their home lives. The DLF works as one of a range of charitable enterprises within the Shaw Trust. Our target is to reach 5 million people by 2022.

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

### **What we need?**

- Individuals who can represent DLF in their home region or country combining our challenges of income and reach.
- Able to engage with a range of senior decision-makers across public, private and third sector organisations (health, social care and housing).
- Initiators and disrupters who can raise the profile of DLF 's services enabling us to reach older and disabled people, their carers and the professionals that support them.
- Specialists who can engage in strategic dialogue designed to provoke change enabled by incorporation of DLF's services.
  
- **Are you right for the job?**
- Are you ready for a challenge, knowledgeable about the issues and policies affecting the ageing and disabled population around living independently?
- Are you conversant with the health, housing and social care sectors?
- Are you looking for an opportunity to make a difference?
- Can you organise your time to focus on the right opportunities?

- Are you an experienced communicator?
- Are you familiar with the essentials of websites and digital technology?

## Person Specification

(E = Essential D = Desirable)

### Competencies

- Embraces change and drives continuous improvement **(E)**
- People-centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Enthusiastically collaborates and unites with others behind the organisation's mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

### Technical competency (qualifications and training)

- Educated to degree level or equivalent **(E)**

### Experience, Knowledge and Skills

- Relevant experience of Partnerships work and/or working in Business Development **(E)**
- Confident to work independently and act as an ambassador for the DLF 's work with external partner organisations **(E)**
- Ability to build rapport, empathy and co-operation at all levels of interaction including senior management **(E)**
- Results orientated, resilient and customer focused **(E)**
- Self-motivated with a desire to achieve **(E)**
- Good verbal, written and reporting skills **(E)**
- Excellent presenting skills **(E)**
- Skilled in negotiating **(E)**
- Good administration and organisational skills with good experience of using office and CRM systems **(E)**
- Numerate, confident with costs and margins, able to formulate quotations **(E)**
- Knowledge of health, social care and housing as it relates to older and disabled people living independently. **(E)**
- Ability to work on own initiative and as part of a team **(E)**

### Safeguarding

- Demonstrate understanding and commitment to the protection and safeguarding of young people and vulnerable adults **(E)**
- Role requires a Criminal Records Bureau disclosure at Enhanced level **(E)**
- Demonstrate understanding and commitment to Data Protection **(E)**

## Main Duties

1. Develop and implement the business development strategy for the assigned area , deciding on target channels and activity priorities.
2. Understand the landscape in health, social care, housing, equipment supply and charitable services as it relates to DLF's work and engage with the right networks to raise our profile. Be able to map the regional structures in terms of how they relate to enabling older and disabled people to access information, advice and ultimately provision of equipment for independent living.
3. Seek suitable opportunities to provide talks, presentations and displays of DLF 's services. Represent DLF in key forums such as TSA, NAEP, ADASS, BHTA, RCOT, NBE, Foundations, Care & Repair, Digital networks and others.
4. Identify contacts that have the vision to work with us in producing business cases and transforming services. Ours are not statutory services and are rarely part of formal procurement projects.
5. Promote and secure income for wider Shaw Trust services by;
  - Collaboration and regular liaison with Shaw Trust Group (STG) Business Development regional functions to identify opportunities and work jointly on securing them
  - Joint working on bids, tenders and sales campaigns
  - Inclusion of descriptions of STG other services in DLF 's presentations and sales materials
  - Active referral of opportunities across STG teams
  - Provide logins to DLF's CRM
6. Devise strategies to achieve dialogue with senior decision-makers and maximise their potential. Relate DLF's services to regional / national policy, current legislation , health, social care and housing practitioner working methods and best practice.
7. Share best practice and reference relevant examples.
8. Handle a range of specialist contacts including strategists, change managers, front door, OT, social work, housing officers, web & IT practitioners , senior commercial roles and others as needed.
9. To provide proposals and tenders to potential customers , submit applications to procurement frameworks and bid for funding where appropriate.
10. Secure the target level of income for the designated region or country through uptake of our services such as DLF Training, AskSARA licensing, sponsorship and conferences.
11. Persuade key influencer organisations to signpost the public to DLF's services.
12. Persuade suppliers to engage with us and maximise their involvement.

13. Organise all contact using CRM to record organisations, contacts, tasks and opportunities. Lead on CRM database management for your region / country.
14. Develop sales and marketing tools and materials.
15. Account-manage customers making best use of the extended team (administrators, managers etc).
16. To participate and report fully in team meetings.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the data protection legislation at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to Line Manager, or other appropriate person, in the event of awareness of poor practice.
9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.